gauge conversion project from Shyamsundar (Rainagar) to Chanchai has been completed recently. The cost of this 20.90 km long line has been assessed as Rs. 47.77 crore. The work will be progressed and completed in the coming years as per availability of resources.

**Retail rail ticketing in A.P.**

4036. DR. DASARI NARAYANA RAO: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government are implementing any action plan to proliferate retail rail ticketing and for improvement in customer services at railway counters and stations in Andhra Pradesh; and

(b) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI O. RAJAGOPAL): (a) to (b) With a view to improving selling of tickets and customer services in the state of Andhra Pradesh, the following important steps have been/been taken:—

(i) Extension of computerised Passenger Reservation facility at 14 additional locations.

(ii) Self-Printing Ticket Machines for issue of unreserved tickets have been provided at important stations.

(iii) National Train Enquiry System (NTES) terminals have been provided at important locations for obtaining information regarding the train running position.

(iv) Interactive Voice Response System (IVRS) and Passenger Operated Enquiry Terminals have been provided at important stations for enquiries at stations.

**Doubling of Ghaziabad-Moradabad rail line**

†4037. CHAUDHARY HARMOHAN SINGH YADAV: Will the Minister of RAILWAYS be pleased to state:

(a) the total length of Ghaziabad-Moradabad section of rail line, in which year the foundation stone was laid and the work started for its conversion into double line;

†Original notice of the question was received in Hindi.